



Clark County Regional Support Network Policy Statement

Policy No.: QM26
Policy Title: Public Awareness of Mental Health Services
Effective Date: September 1, 2001

Policy: The CCRSN shall ensure that necessary public information on the availability of the mental health services is provided to local telephone directories, posted to the CCRSN pages on the internet, and posted in key public places throughout the service area. The CCRSN shall display listings for crisis services in local telephone directories and on its website. The CCRSN shall also post and make information available to consumers regarding the Ombuds service and local advocacy organizations that may assist clients in understanding their rights and/or resolving complaints and grievances

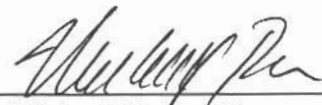
Reference: WAC 388-865-0221; WAC 388-865-0250; Washington Mental Health Division CCRSN Interlocal Agreement; RCW 71.05, 71.24, 71.35.

Procedure:

1. CCRSN shall ensure that services can be located by:
 - a. CCRSN shall publish the telephone numbers of mental health providers in the local telephone directory and on the internet at the following url: <http://www.clark.wa.gov/mental-health/services/providers.html>
 - b. The telephone number for Crisis Services shall be displayed in the local telephone directory and prominently displayed on CCRSN consumer publications
 - c. CCRSN shall provide libraries, community service offices, senior centers, juvenile justice facilities, and jails with placards and/or brochures that contain information necessary to locate mental health and Ombuds services.
 - d. CCRSN retains the services of a public information officer assigned to internal and external communications including media relations.
 - e. CCRSN shall provide the community with current information regarding mental health recovery, including an internet website that includes local service providers and addresses recovery issues.
 - f. CCRSN shall provide funding for the implementation of 2-1-1 referral phone service to provides consumers with information about Clark County services, including:
 - i. Food banks
 - ii. Clothing closets
 - iii. Shelters,
 - iv. Rent assistance,
 - v. Utility assistance,
 - vi. Health insurance programs,
 - vii. Medicaid and Medicare,
 - viii. Physical and mental health resources.

2. CCRSN shall maintain a toll free hotline.
3. The CCRSN will make available to consumers CCRSN service information including, but not limited to:
 - a. Access to Care Standards
 - b. Covered Title XIX and State Funded Services
 - c. Consumer/member service contact information
 - d. Provider Network
 - e. Grievances, Appeals, and Fair Hearings
 - f. Ombuds program
 - g. New initiatives
 - h. Consumer Rights
 - i. Signs of mental illness
4. The CCRSN shall make available consumer information in English and Braille, and in the languages specified by DSHS:
 - a. Cambodian
 - b. Chinese
 - c. Korean
 - d. Laotian
 - e. Russian
 - f. Spanish
 - g. Vietnamese
5. Information shall be made available to service providers for distribute consumers at intake assessments and in the agency lobbies.

Approved By: _____



Michael Piper, Director
Clark County
Department of Community Services

Date: _____

11-15-05